**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job title** | Data & Performance (Performance Support Worker) |
| **Sector/Function** | Substance Misuse & Public Health |
| **Department** | IMT - Insight |
| **Reports to** | Regional Performance Lead |
| **Grade** | 3 |
|  |  |
| **Job purpose** | To support Regional Performance Leads and associated key stakeholders to ensure the provision of accurate and timely performance data. Delivered by inputting, quality assessing, mitigating risk/issues, reporting and promoting good data quality outcomes  |
| **Key accountabilities** | Input data in relation to service delivery on to the Client Record system accurately and timely from other workers as required |
|  | Analyse data, presenting outcomes in simple and accessible formats that meet customer needs. |
|  | Proactively identify gaps in performance data/MI in order to enhance organisational intelligence/operational effectiveness. Identify, communicate, educate and implement solutions as appropriate, escalating more complex matters in line with departmental/BU requirements. |
|  | Identify, in conjunction with Regional Performance Lead, development opportunities to support personal growth in conjunction with driving the reporting strategy. Participates effectively in on-going personal development |
|  | To ensure effective data governance, including confidentiality, as required under the Data Protection Act and GDPR, reporting any breaches or risk of breaches in line with guidelines |
|  | To fully support the Turning Point values and operate in line with all policy and practice, including regulatory standards. Ensure activities are driven by organisational strategy and business plans |
|  | To undertake ad hoc work as necessary to support agreed business and service objectives |
|  | Any other duties as reasonably required for the role, as directed |
|  |
| **Dimensions** | Direct reports | None |
| Total staff overseen | N/A |
| Internal contacts | Regional Performance ManagerBusiness Partner (Insight)Service/Team (Hub) ManagerInternal customers and other key stakeholders |
| External contacts | None |
| Planning outlook | 3 months |
| Problems solved | Data quality/accuracyEfficiency of data entryData ‘gap’ identificationDistilling volume data into audience specific Insights |
| Financial authority | N/A |